



My Next Steps:

Out-Processing at Transition- How is it Different?



Question

What is different about our move at transition compared to our other military moves? What tasks and duties will we be responsible for in order to leave our last installation and the military? Where can we get assistance?



Answer

Clearing, out-processing, checking-out - these are the different terms used by the branches of the military that essentially mean the same thing- a service member is leaving an installation. Out-processing from the military requires that your service member meet with many offices on his or her assigned installation to ensure all military-owned equipment has been turned in, and there are no outstanding tasks to be completed or payments due from your family. Understanding your installation's out-processing requirements and knowing the date of your service member's last day on active duty can help your family fulfill any outstanding obligations and allow time to complete additional tasks that can help ease your transition to civilian life.

If you have experienced a move with the military, you may be familiar with the many responsibilities involved in leaving a duty station. Mail needs to be forwarded, utilities and services need to be cancelled or transferred, your rental home needs to be cleaned and inspected prior to leaving and your children's records need to be requested and picked up from school. At transition, these same tasks will be required; however, there are additional duties that can help your family with this final move. As your service member schedules appointments to clear offices, such as transportation, housing and finance, you can plan and prepare to do some out-processing of your own on your

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family's behalf. Some of the areas in which you can support your family with final transition needs include the following:

Understand the Role of the Personnel Support Office.

The first step for all service members preparing to exit the military is to inform their personnel sections or command leadership of their intentions to separate or retire from the military. The personnel support office will, then, help arrange for pre-separation counseling, which will include scheduling your service member's attendance at the installation's out-processing brief. At this brief, your service member will learn about the many steps required to leave the installation and the service. Attend this brief with your service member, if possible. Review the MySTeP videos and associated My Next Steps fact sheets, Beginning the Separation Process and Beginning the Retirement Process to learn more about these processes and additional ways in which you can support your service member and family.

Visit MySECO on Social Media



Resources at a Glance

- [Locate](#) a military personnel support office
- [Locate](#) a finance office
- Defense Finance and Accounting Services- [Military Separations](#)
- [Move.mil](#)



Answer (cont.)

Understand Financial Out-Processing Requirements and Implications. Upon notification of separation or retirement, the finance office on your installation will work with your service member to understand his or her final pay and explain when to expect payment. Know that if your service member has unpaid debts owed to the military, your family could be waiting for several months for the final pay check while the account gets audited. The finance office will also discuss the options for using or cashing out the leave accrued throughout your service member's career. If your service member is retiring from the military, the finance office will assist with the paperwork to set up a retirement pay account. Verify or update your bank account information, address and contact information on the Defense Finance and Accounting Service website before transition to ensure your family receives payment.

Know Final Move Regulations. Military regulations determine the amount of support provided to pack, ship and store your household goods according to your service member's time in service and whether your service member will be separating or retiring from active duty. Additionally, some of the pay allowances, such as Dislocation Allowance, afforded to your family during previous permanent change of station moves may not be available for your final move. Review the Move.mil website, and contact your transportation office to learn more and to get personalized support with your move.

Make Medical and Dental Appointments. If your family uses the military's health and dental insurance, you likely pay little to no out-of-pocket costs for well-checks and routine care. Because your family has this low-cost, comprehensive health and dental insurance, now is the time to address any medical issues and take care of dental

cleanings and procedures before your health and dental insurance changes. While you are in the medical and dental offices, request records for each family member and hand-carry these records with you to your new location.

Assist with Locating and Cleaning Military Gear for Turn-in. All of that gear your family has moved from installation to installation has been with you for a reason - it was issued by the military to your service member. Now that he or she is transitioning from the military, some of that gear will need to be returned. Although this task must be completed by your service member, understand there may be costs associated for damaged or missing items. It may be in your family's financial interest to work together to locate and clean the issued items to be returned.

Surrender or Update Military ID Cards. Before you leave your installation for the last time, your family may be required to turn in your military identification cards. If your service member is retiring or will be entering into the guard or reserves, you may have to make an appointment to get a new ID card. If your family will be surrendering your ID cards, ensure you create a DS Logon account, so you can access military websites that include personnel records and benefits information.

The military provides a checklist to help your service member with the military side of out-processing. It is up to you and your service member to create an out-processing checklist for your family. Understanding how tasks may differ from other PCS moves, knowing the requirements to out-process from your installation and allowing plenty of time to tie up loose ends at your current location can help ease your family's transition from the military.



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Steps to Consider

These “Steps to Consider” are not meant as a checklist. Use the suggestions to facilitate a discussion with your service member.

- Discuss a timeline for your service member’s transition from the military and encourage your service member to notify his or her personnel section or command leadership. Review the MySTeP videos, Beginning the Separation Process or Beginning the Retirement Process to learn more about the transition process and ways you can support your service member and your family.
- Encourage your service member to meet with the personnel support office on [your installation](#) to discuss out-processing requirements set by your service member’s branch of service and the tasks required from the installation. If there is an installation out-processing brief, find out if you can attend.
- Understand your service member’s final pay, accrued leave options for transitional leave and expected retirement pay (if applicable) and address any financial issues you may need to settle before your family transitions from the military. The finance office on [your installation](#) can provide assistance to your service member. Update your bank account and contact information on the [DFAS](#) website before transition.
- Once your service member has orders for his or her transition from the military, make several copies for your records. You may need to share a copy of these orders with companies or organizations in order to cancel subscriptions, services or memberships that cannot be transferred.
- Review the [Move.mil](#) website, and contact your [local transportation office](#) to ensure you understand what your family can expect in regards to the shipping and storage of your household goods and to schedule your move. Review the MySTeP video and My Next Steps fact sheet, Relocation Considerations for Families Transitioning from the Military, to learn more.
- Schedule your housing pre-inspection and move out date if you live on a military installation, or give your landlord at least a 30-day notice if you are renting and plan to move. For installation housing out-processing information, [contact](#) the housing office.
- Allow your family enough time before transition to arrange for health and dental checkups and immunizations and to fill prescriptions. Collect records to hand-carry with you if you will be relocating.
- If you have school-age children, ensure you understand the policies regarding withdrawal from school. Request copies of school records prior to your student(s)’ last day. For additional support, contact the school liaison officer on [your installation](#).
- Help your service member locate and clean military gear and equipment. There may be costs associated for damaged or missing items.
- Establish a [DS Logon account](#) for continued access to government websites, such as the Department of Veterans’ Affairs eBenefits website.
- Update your address and other pertinent information in the [Defense Enrollment Eligibility Reporting System](#), known as DEERS. This will ensure your family maintains access to military benefits for which you may be eligible, such as health care.
- Know that all military-related out-processing tasks will need to be completed by your service member’s last day on active duty.



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Resources

Installation Resources

Locate a military personnel office: <https://installations.militaryonesource.mil/>

- In the dropdown menu, choose “I’m looking for a program or service.” Then, type in “Personnel Support Office” in the “I’m choosing from” text field. Next, you’ll be asked to filter by installation or zip code. After making your selection, select the “Search” button.

Locate a finance office: <https://installations.militaryonesource.mil/>

- In the dropdown menu, choose “I’m looking for a program or service.” Then, type in “Finance Office” in the “I’m choosing from” text field. Next, you’ll be asked to filter by installation or zip code. After making your selection, select the “Search” button.

Locate an installation housing office: <https://installations.militaryonesource.mil/>

- In the dropdown menu, choose “I’m looking for a program or service.” Then, type in “Housing Office/Government Housing” in the “I’m choosing from” text field. Next, you’ll be asked to filter by installation or zip code. After making your selection, select the “Search” button.

Locate a school liaison officer: <https://installations.militaryonesource.mil/>

- In the dropdown menu, choose “I’m looking for a program or service.” Then, type in “School Liaison Office/Community Schools” in the “I’m choosing from” text field. Next, you’ll be asked to filter by installation or zip code. After making your selection, select the “Search” button.

Other Helpful Resources

- Defense Finance and Accounting Service- Military Separations: <https://www.dfas.mil/militaryseparations>
- Move.mil: <https://www.move.mil/>
 - Retiree and Separatee Moves: <https://www.move.mil/moving-guide/retirees-separatees>
 - Entitlements: <https://www.move.mil/entitlements>
 - Transportation Office Locator: <https://www.move.mil/resources/locator-maps>
- DS Logon Account Registration: <https://myaccess.dmdc.osd.mil/identitymanagement/registration.do?execution=e1s1>
- Defense Enrollment Eligibility Reporting System (DEERS): <https://tricare.mil/DEERS>



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Related MySTeP Topics

Retirement and Separation Planning

- Beginning the Separation Process
- Beginning the Retirement Process
- Relocation Considerations for Families Transitioning from the Military

Benefits and Entitlements

- Military ID Cards at Transition from the Military